



City of Rochester, New York

Department of Environmental Services



At Your Service

Environmental Services Guide
2015-2016



**Delivering
Excellence
in Service
Every Day**



Message from the Mayor

The staff of the City's Department of Environmental Services is committed to maintaining a safe, clean and

healthy community. They work year-round to provide you with the best city living experience possible.

City residents benefit from the best services available anywhere: From sidewalk and street snow plowing to street lights; curbside refuse and recycling collection to forestry and park services.

This issue of **At Your Service...2015-16 Environmental Services Guide** is your one-stop source for information and important dates that will help you make the most of city living.

Delivering Excellence in Service – every day – is our mission. If you have a comment or a question, please call **311**, or **585-428-5990** if calling from outside of the city.

Sincerely,

Mayor Lovely A. Warren



**Open 6:30 a.m. to 11 p.m.
Mon.-Fri. and 7 a.m. to
11 p.m. Sat. & Sun.**

Closed Thanksgiving, Christmas
and New Year's Day

Outside the city, call 585-428-5990

TTY 585-428-7600

**Spanish-speaking
representatives available**

We're ready to answer your calls concerning:

Bridge Maintenance	Street and Sidewalk Repair
Chip Seal	Street Sweeping
Dead Animal Removal	Tree Maintenance (City-owned)
Graffiti Removal	Vacant Lot Maintenance
Leaf Collection	Water Emergencies
Parking Meters	Water Meter Reading
Pothole Repair	Water Quality
Refuse and Recycling Collection	Water and Refuse Billing
Snow and Ice Removal	
Street Construction	
Street Lighting	

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Refuse Service

Customer Service at its finest!

We're proud to provide you with the best service possible. Use these helpful guidelines to keep our neighborhoods safe and clean.

Curbside Service

You are entitled to curbside pick-up of your household refuse and recyclables. Place your refuse and recycling bins between the sidewalk and curb in front of your residence no earlier than the evening before and no later than 6:30 a.m. on your collection day.

Know Your Collection Day

The City will collect your refuse and recycling on the same day each week. If you do not know what your collection day is, please call **311** or go to www.cityofrochester.gov/servicelocator.

Your Rolling Refuse Cart

The rolling refuse cart makes it easy to bring your throw-away items to the curb. If your cart is full, you may use plastic bags or other containers. Please call 311 to request an additional cart if needed. On collection day, please place your cart three feet from any obstructions, additional carts or containers. Observe weight restrictions of 200 lbs per cart, 60 lbs per container and 30 lbs per bag.

Remove your refuse and recycling containers from the curb within 24 hours after your collection day and store your cart on the side or backyard of your premises. Recycle bins may be kept indoors.

Bulk Refuse

Have large items? We'll take them. Bulk refuse items are picked up on your regular refuse collection day. Remove doors from refrigerators and other appliances. Loose wood, trees, brush and hedges must be tied in bundles that are no larger than four feet long and 18 inches in diameter. The bundles must weigh no more than 60 lbs.

Do not obstruct sidewalks or streets with refuse or debris.

On-Demand Service

On-Demand Service is available for a fee if you have a large amount of debris that needs to be picked up before your next scheduled refuse day, for example, when a tenant moves out, or for home and yard cleanups or small home improvement projects by owner.

For volumes of four cubic yards or more, a minimum fee of \$80 will be charged. Roll-off containers are available for rent for volumes greater than 10 cubic yards.

For more information or to schedule a pick-up, contact the Commercial Refuse Business Office at **585-428-6928**, or via email at commercial.refuse@cityofrochester.gov.

Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence must be generated by that residence. It is illegal to place refuse on public property or in a right-of-way.

Do not place household trash in a public litter receptacle. If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call **311**. You could receive a \$100 reward, upon conviction and redress.

Recycling

Everyone should be recycling but not nearly enough people are doing it. Recycling is the law in Monroe County. Recyclables are collected once a week on your designated refuse pickup day.

It's Easy

Remember, if it tears, it's recyclable!

You can also recycle your drink cartons, juice boxes, cans, #1 – #7 imprinted plastics **excluding Styrofoam**, glass bottles and jars. Simply rinse out your recyclable containers (you don't need to remove labels) and place them on top of the paper in your recycle bin. Bring plastic shopping bags back to the grocery store rather than placing them in your recycle bins.

Make it a Habit

The rewards of recycling are great: you preserve the environment and reduce demand on our natural resources. Make it a habit to separate your recyclables from the trash. Organizing your recycle box can help the City's collection run smoother and faster.



Holiday Collection Schedule

On scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e., Monday routes will be picked up on Tuesday, etc.

There will be **no refuse or recycling collection** on the following holidays:

November 26, 2015
Thanksgiving Day

December 25, 2015
Christmas Day

January 1, 2016
New Year's Day

January 18, 2016
Dr. Martin Luther
King, Jr. Day

May 30, 2016
Memorial Day

July 4, 2016
Independence Day

September 5, 2016
Labor Day

November 24, 2016
Thanksgiving Day



The following items may no longer be disposed of at the curb, and must be taken to ecopark for disposal: Any television, computer, monitor, printer, keyboard, mouse, VCR/ DVR/ DVD/ CD player, cell phone, video game console, and cables, cords or wires for an electronic device.



The **ecopark** provides Monroe County residents (no businesses, not-for-profits, home offices, etc.) with a "one-stop drop-off" site to dispose of or recycle certain items. The park is open Wednesdays, 1–6:30 pm and Saturdays, 7:30 am–1 pm (closed on holidays).

Residents may recycle the following items for free and without an appointment:

- | | |
|---|---|
| • Non-cathode ray tube (non-CRT) electronic waste | • Sharps / syringes |
| • Scrap metal | • Propane tanks (1 & 20 lbs) |
| • Clothing (for donation) | • Empty Rx bottles |
| • Bulky plastics | • Clean & dry plastic bags & Product wrap |
| • Document destruction (shredding) | • Clean styrofoam (#6) packing |
| • Unwanted medications | • Rechargeable batteries (no alkaline) |
| • Fluorescent lights | • Flags (U.S.) |

Residents may recycle the following Household Hazardous Wastes (HHW) for free by appointment only (call 585-753-7600, option #3 to schedule):

- | | |
|----------------------------|------------------------------|
| • Oil-based or latex paint | • Wood stain & preservatives |
|----------------------------|------------------------------|

Residents may also recycle electronics by contacting:

Maven Technologies

585-458-2460
maventech.com

Regional Computer Recycling and Recovery (RCRR)

585-546-6620
ewaste.com

Sunnking, Inc.

585-860-7866
sunnking.com

RCRR and Sunnking have dropdown menus listing other sites at which electronics may be dropped off.

In addition, the DEC has a list of electronic equipment manufacturers registered in NYS that will accept electronics for recycling on their website at: www.dec.ny.gov/chemical/82084.html.

- Automotive fluids (except motor oil)
- Pesticides & fertilizers
- Fuel (gas, diesel, kerosene, home heating oil)
- Flammable products (thinners, strippers, solvents, glues)
- Household cleaners
- Driveway sealer
- Pool & photo chemicals
- Cooking oil / cooking grease

Items that Require a Fee:

- Refrigerant-containing appliances (refrigerators/freezers, air conditioners, dehumidifiers)

\$15 each

- CRT picture tube TVs & monitors **\$10 each**

- Passenger vehicle tires (rims OK)

\$5 each

NOT ACCEPTABLE at ecopark:

- 55 gallon drums
- Asbestos & asbestos shingles
- Cans of dried paint (place in trash)
- Everyday alkaline batteries (place in trash)
- Glazing, speckle & joint compounds (place in trash)
- Products intended for industrial use
- Smoke & carbon monoxide detectors (place in trash or contact manufacturer)
- Used motor oil & vehicle batteries (contact auto retailer or repair shop)

Call 911 for:

- Explosives/ammunition/flares
- Black & smokeless powder
- Shock-sensitive materials

A message from our friends at the Center for Disability Rights:



Citizens with disabilities, especially people who use wheelchairs, walkers or canes, rely on our sidewalks to get around our community. An inch of snow on the sidewalks and piling snow at curb cuts where the sidewalk meets the road can prevent disabled people from getting out of their homes to go to work, church or even to get groceries to feed their families. Together we can make sure that everyone can get around in the winter by clearing the sidewalks and curb cuts whenever it snows!

Winter Tips



- To accommodate street snow plowing, **strictly observe parking regulations, especially alternate parking rules.**
- **It is against the law to shovel or plow snow from private property onto sidewalks, roadways or fire hydrants.** (Per City Code 104-11-D)
- **Keeping your sidewalk clear and safe in the winter is the property owner and/or the ground floor tenants' responsibility** (Per City Code 104-11-C). The City provides supplemental sidewalk plowing on all sidewalks when snowfall exceeds four inches and on arterial sidewalks as conditions warrant.

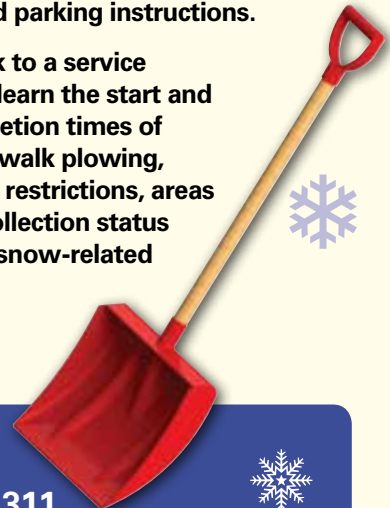


- When snow has accumulated, **place your rolling refuse and recycling containers at the edge of the driveway, or in a shoveled path. DO NOT place them on top of snow banks, in the street or on the sidewalk, where they might hamper vehicular or pedestrian traffic and snow removal activities.**
- During severe weather, **listen to local radio and television stations for updates on important snow plowing and parking instructions.**
- **Call 311 and speak to a service representative to learn the start and anticipated completion times of roadway and sidewalk plowing, as well as parking restrictions, areas to avoid, refuse collection status and other helpful snow-related information.**



Questions about winter services? Call 311

Between 6:30 a.m. to 11 p.m. Mon.-Fri.
and 7 a.m. to 11 p.m. Sat. & Sun.
Outside the city, call 585-428-5990.





Rochester's Clean Sweep... Showing Pride in Our City

Clean and beautiful neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to clean up our streets and build civic pride.

During Clean Sweep, City crews sweep streets, remove graffiti, clean City properties, alleys and underpasses and repair potholes and sidewalks. They trim trees, plant flowers and spruce up City parks, playgrounds and R-centers.

You can help too!

You can join the thousands of others who have taken part in Clean Sweep either individually, as a family, with co-workers, neighborhood, church or school groups.

Rochester's Clean Sweep takes place every spring. To volunteer, sign up online at www.cityofrochester.gov/cleansweep, call 311 or 585-428-5990 if calling from outside of the city.

Mark your calendars now for the Spring Clean Sweep on Saturday, April 30, 2016.

Keep it Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter-free community – lead by example and teach our youth about the very harmful effects of littering.

Mini Sweeps

Mini Sweeps are a great way to keep the city clean after the citywide Clean Sweep is over. They are organized by the community and supported by the City. Mini Sweeps can help you and your block club or neighborhood organization improve an area that needs a little extra care.

How Does a Mini Sweep Work?

Pick a project, a date and partner with a fun group. At least two weeks before, call your Neighborhood Service Center and talk about your plan. On the day of the event, the City will drop off tools, work gloves and bags. Work, have fun and make a difference! When you finish, we will come back to pick up the tools and debris.

Contact Us

Your NSC has tools, ideas and suggestions to make your Mini Sweep a success!

Northwest NSC
71 Parkway, 1st Floor
Rochester, NY 14608
585-428-7620

Southwest NSC
923 Genesee St.
Rochester, NY 14611
585-428-7630

Northeast NSC
500 Norton St.
Rochester, NY 14621
585-428-7660

Southeast NSC
320 N. Goodman St.
Suite 209
Rochester, NY 14607
585-428-7640





Important DES Dates

Please use your tear-off service calendar and map for easy reference of important dates to remember.

Fall Leaf Collection November 2-27, 2015

Please refer to the map in this guide for the loose leaf collection dates for your area.

Collected leaves are composted, screened and made available to residents, along with stone and wood chips through the City's free Give-Back Program. The site, located at Ferrano and Colfax Streets is open from 8 a.m. to 7 p.m. daily, April through December.

Leaf Collection Guidelines

Rake loose leaves into a pile between the sidewalk and the curb before the Monday of your scheduled pick-up week. **DO NOT rake leaves into the street.** Leaves may be bagged and placed at the curb on your regular refuse collection day. Loose leaves may also be dropped off at Ferrano and Colfax Streets.

Spring Clean Sweep April 30, 2016

Street Sweeping May 2–September 30, 2016

Major arterial streets are swept twice a week, and residential streets are swept **once monthly**. Sweeping of City streets starts in early spring and continues through October, weather permitting.

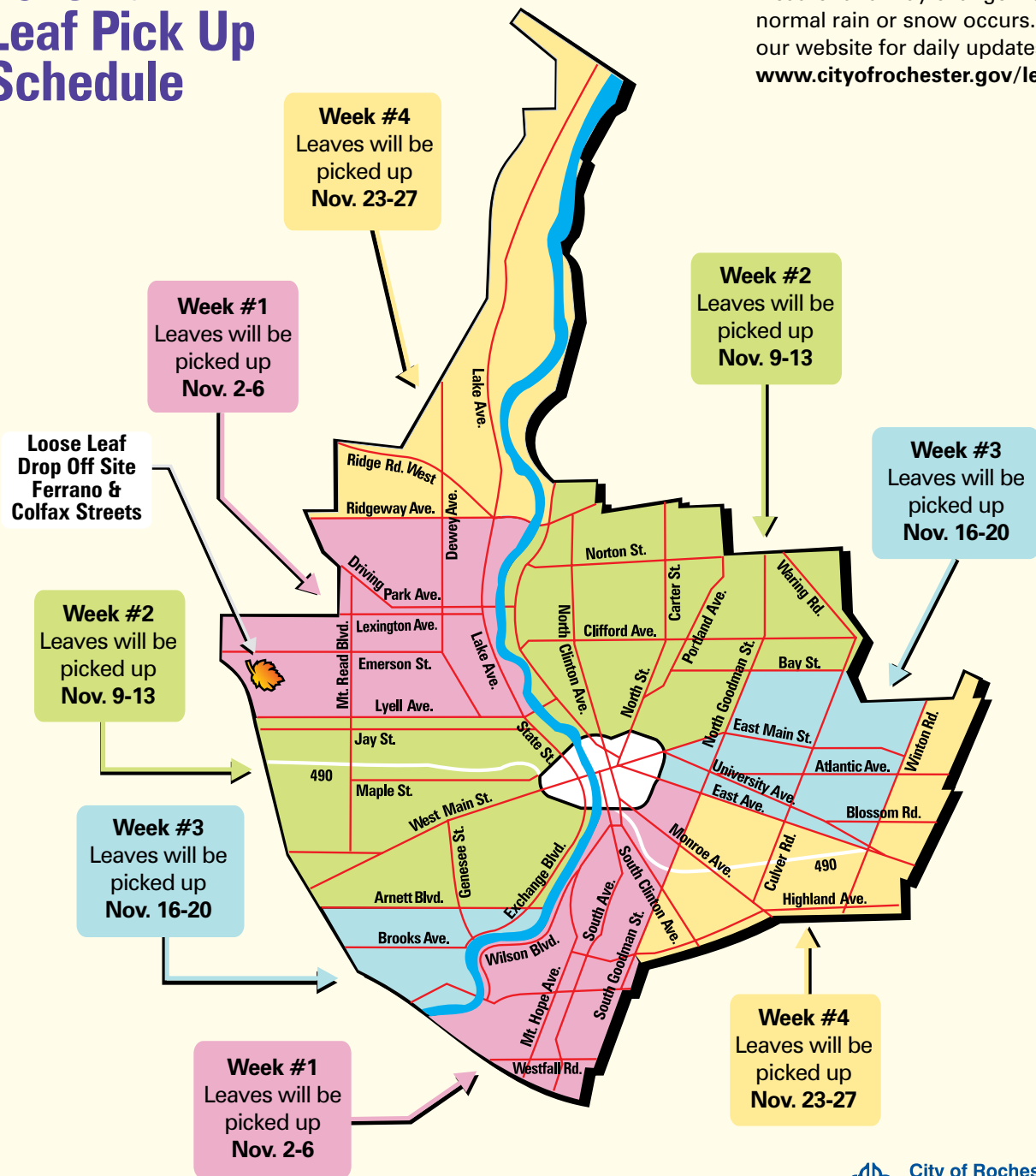
Chip Sealing June 13–August 26, 2016

Chip sealing involves the spray application of asphalt, followed by a rolled layer of chipped stone. Chip sealing treatments are performed on an established maintenance cycle.



2015 Fall Leaf Pick Up Schedule

This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check our website for daily updates at www.cityofrochester.gov/leaves



CITY OF ROCHESTER

2016 Service Calendar

H Holidays
Observed
by Refuse

 Fall Leaf
Pick Up

CS Clean
Sweep

 Chip
Sealing

 Street
Sweeping

JANUARY

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City of Rochester

Lovely A. Warren, Mayor
City Hall, Room 308A
30 Church Street
Rochester, NY 14614-1284

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